

Substitute for form 1449A/PTO		Application Number		10/260,923	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(use as many sheets as necessary)</i>		Filing Date		June 25, 2003	
		First Named Inventor		Steven TIVEY, et al.	
		Art Unit		3629	
		Examiner Name		Gabrielle A. MCCORMICK	
		Sheet	1 of 2	Attorney Docket Number	
U.S. PATENT DOCUMENTS					
*Examiner Initials	Cite No.	DOCUMENT NUMBER Number - Kind Code (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		US- 5390243	02-14-1995	Casselman et al.	
		US- 5930764	07-27-1999	Melchione et al.	
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		US-			
		US-			
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**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT**

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Sheet

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Attorney Docket Number

52493.000252
OTHER DOCUMENTS - NON-PATENT LITERATURE DOCUMENTS

*Examiner Initials	Cite No.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published	TRANSLATION	
			YES	NO
		www.netlingo.com/lookup.cfm?term=synchronization	<input type="checkbox"/>	<input type="checkbox"/>
		Business Wire. "MarketSoft's Leads Wins Call Center Solutions Editors' Choice Award". Business/Technology Editors. Business Wire. New York: Aug. 25, 1999. pg. 1	<input type="checkbox"/>	<input type="checkbox"/>
		Leadtrack.com: pages documented from the Internet Archive on July 21, 2001 (http://web.archive.org/web/20010806083606/leadtrack.com/screen-customer.html); http://web.archive.org/web/20011117000929/www.leadtrack.com/sysrequire.html ; http://web.archive.org/web/20010806085400/leadtrack.com/screen-desktop.html ; http://web.archive.org/web/20010806080042/leadtrack.comfappfeatures.html ; http://web.archive.org/web/20010801185319/leadtrack.com/features.html ; http://web.archive.org/web/20010811025743/leadtrack.com/reports/terr.gif .)	<input type="checkbox"/>	<input type="checkbox"/>
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		Leadtrack.com (pages documented from the Internet Archive on July 21, 2001 (http://web.archive.org/web/20010801185659f1eadtrack.com/faq.html) Leadtrack.com (pages documented from the Internet Archive on December 1, 2001 (http://web.archive.org/web/20011205051744/www.leadtrack.com/features.html and http://web.archive.org/web/20011224094912/www.leadtrack.com/screen-customer.html)	<input type="checkbox"/>	<input type="checkbox"/>
		SIEBELFANS.COM, Implementing Best Practices, http://www.siebel.com/call-center/workflow-automation.shtm printed 12/7/2004, 2 pages	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>
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